

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Elsa Werner
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	Elsa.Werner@consolidated.com
Form Type		54.313 and 54.422

(200) Service Outage Reporting (Voice)  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code542334

<015> Study Area NameSUREWEST TEL.

<020> Program Year2018

<030> Contact Name - Person USAC should contact regarding this dataElsa Werner

<035> Contact Telephone Number - Number of person identified in data line <030>9167861734 ext.

<039> Contact Email Address - Email Address of person identified in data line <030>Elsa.Werner@consolidated.com

<210> For the prior calendar year, were there any reportable voice service outages?


<220> 

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

<b>(300) Unfulfilled Service Request Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	542334	
<015>	Study Area Name	SUREWEST TEL.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data		
<035>	Contact Telephone Number - Number of person identified in data line <030>		
<039>	Contact Email Address - Email Address of person identified in data line <030>		
<300>	Unfulfilled service request (voice)		
<310>	Detail on attempts (voice)		
<320>	Unfulfilled service request (broadband)		
<330>	Detail on attempts (broadband)		

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

<b>(600) Functionality in Emergency Situations Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	542334	
<015> Study Area Name	SURREWEST TEL.	
<020> Program Year	2018	
<030> Contact Name - Person USAC should contact regarding this data	Elsa Werner	
<035> Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com	
<600> Certify compliance regarding ability to function in emergency situations		
<610> Descriptive document for Functionality in Emergency Situations		

(700) Price Offerings including Voice Rate Data  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<701> Residential Local Service Charge Effective Date  
<702> Single State-wide Residential Local Service Charge



<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees

(710) Broadband Price Offerings Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013			
<010>	Study Area Code	542334			
<015>	Study Area Name	SUREWEST TEL.			
<020>	Program Year	2018			
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner			
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com			

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }





<b>(900) Tribal Lands Reporting Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
--	--	--	--

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<900> Does the filing entity offer tribal land services? (Y/N)



<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:



- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

<b>(1000) Voice and Broadband Service Rate Comparability Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--	--

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	Elsa Werner 9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<1000>	Voice services rate comparability certification	
<1010>	Attach detailed description for voice services rate comparability compliance	
<1020>	Broadband comparability certification	
<1030>	Attach detailed description for broadband comparability compliance	

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--	--

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com



<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

<b>(1200) Terms and Condition for Lifeline Customers</b>		FCC Form 481
<b>Lifeline</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<b>Data Collection Form</b>		July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP

<https://www.consolidated.com/support/terms-policies/tariffs-service-catalogs/california>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

☒

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,

☒

<1222> Details on the number of minutes provided as part of the plan,

☒

<1223> Additional charges for toll calls, and rates for each such plan.

<b>(2005) Price Cap Carrier Additional Documentation</b>		FCC Form 481	
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013	
<010>	Study Area Code	542334	
<015>	Study Area Name	SUREWEST TEL.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner	
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com	

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting



- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?

Name of Attached Document Listing  
Required Information



Name of Attached Document Listing  
Required Information



- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

(2005) Price Cap Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)



Name of Attached Document Listing  
Required Information



(3005) Rate Of Return Carrier Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(iii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information



(3005) Rate Of Return Carrier Additional Documentation (Continued)		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

Financial Data Summary

- (3027) Revenue
- (3028) Operating Expenses
- (3029) Net Income
- (3030) Telephone Plant In Service(TPIS)
- (3031) Total Assets
- (3032) Total Debt
- (3033) Total Equity
- (3034) Dividends


(4005) Rural Broadband Experiment Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

#### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

#### Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

#### Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

**If yes to 4003A, please provide a response for 4003B.**

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

#### Broadband Deployment Locations – FCC 14-98 (paragraph 80)

**4004a.** Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

**4004b.** Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: SUREWEST TEL.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/29/2017
Printed name of Authorized Officer: Michael Shultz	
Title or position of Authorized Officer: Vice President Regulatory & Public Policy	
Telephone number of Authorized Officer: 9367887414 ext.	
Study Area Code of Reporting Carrier: 542334	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	542334
<015> Study Area Name	SUREWEST TEL.
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035> Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED – FOR PUBLIC INFORMATION

## Attachments

REDACTED – FOR PUBLIC INFORMATION

(700) Price Offerings including Voice Rate Data  
Data Collection Form  
FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

	Residential Local Service Charge Effective Date	1/1/2017
<701>	Single State-wide Residential Local Service Charge	
<702>	Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees

Date	Description	Amount	Balance
1/1/20	Opening Balance		£1,000.00
1/2/20	Cash Sales	£250.00	£1,250.00
1/3/20	Bank Transfer	£150.00	£1,100.00
1/4/20	Rent Received	£300.00	£1,400.00
1/5/20	Utilities Paid	£75.00	£1,325.00
1/6/20	Sales Tax	£125.00	£1,200.00
1/7/20	Cash Sales	£180.00	£1,380.00
1/8/20	Bank Interest	£10.00	£1,390.00
1/9/20	Supplier Payment	£200.00	£1,190.00
1/10/20	Cash Sales	£90.00	£1,280.00
1/11/20	Bank Transfer	£110.00	£1,170.00
1/12/20	Sales Tax	£110.00	£1,060.00
1/13/20	Cash Sales	£160.00	£1,220.00
1/14/20	Bank Interest	£5.00	£1,225.00
1/15/20	Supplier Payment	£175.00	£1,050.00
1/16/20	Cash Sales	£140.00	£1,190.00
1/17/20	Bank Transfer	£90.00	£1,100.00
1/18/20	Sales Tax	£90.00	£1,010.00
1/19/20	Cash Sales	£130.00	£1,140.00
1/20/20	Bank Interest	£6.00	£1,146.00
1/21/20	Supplier Payment	£140.00	£1,006.00
1/22/20	Cash Sales	£110.00	£1,116.00
1/23/20	Bank Transfer	£80.00	£1,036.00
1/24/20	Sales Tax	£80.00	£956.00
1/25/20	Cash Sales	£100.00	£1,056.00
1/26/20	Bank Interest	£4.00	£1,060.00
1/27/20	Supplier Payment	£120.00	£940.00
1/28/20	Cash Sales	£90.00	£1,030.00
1/29/20	Bank Transfer	£70.00	£960.00
1/30/20	Sales Tax	£70.00	£890.00
1/31/20	Cash Sales	£80.00	£970.00
1/32/20	Bank Interest		

REDACTED – FOR PUBLIC INFORMATION

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542334
<015>	Study Area Name	SUREWEST TEL.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Elsa Werner
<035>	Contact Telephone Number - Number of person identified in data line <030>	9167861734 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Elsa.Werner@consolidated.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}

Date	Description	Amount	Balance
	Jan 1		
	Jan 2		
	Jan 3		
	Jan 4		
	Jan 5		
	Jan 6		
	Jan 7		
	Jan 8		
	Jan 9		
	Jan 10		
	Jan 11		
	Jan 12		
	Jan 13		
	Jan 14		
	Jan 15		
	Jan 16		
	Jan 17		
	Jan 18		
	Jan 19		
	Jan 20		
	Jan 21		
	Jan 22		
	Jan 23		
	Jan 24		
	Jan 25		
	Jan 26		
	Jan 27		
	Jan 28		
	Jan 29		
	Jan 30		
	Jan 31		
	Feb 1		
	Feb 2		

REDACTED – FOR PUBLIC INFORMATION

[illegible]



**9365 Federal Communications Commission  
Form 481 Annual Reporting Data Collection Form  
Section 510 Service Quality Standards &  
Consumer Protection Rules Compliance**

**Service Quality Standards**

Consolidated Communications of CA (CCCA) is compliant with the Service Quality Standards as set forth by the California Public Utility Commission in the General Order (G.O.) 133-C. G.O. 133-C has five standards to measure telephone service quality that primarily apply to residential customers and small businesses with 5 or fewer lines:

- 1) Service Installation time (within 5-days),
- 2) Meeting Installation Commitments 95% of the time,
- 3) % of Trouble Reports per number of lines,
- 4) Out-of-Service Restoration Time (90% within 24 hours) for outages that were within the control of the utility, and
- 5) Answer Time to reach a live operator (80% of calls in less than 60 seconds).

Measures 1-5 apply to the small local exchange companies (Small LECs) and measures 3-5 apply to the four large phone companies and competitive local carriers regulated under the Uniform Regulatory Framework (URF), collectively referred to as URF Carriers. As a facility-based URF Carrier, CCCA is exempt from reporting Installation Intervals pursuant to Section 3.1 of G.O 133-C, which includes requirements: 1) Service Installation time and 2) Meeting Installation Commitments 95% of the time. CCCA's Service Quality reporting may be found at the California Public Utility Commission's website:

<http://www.cpuc.ca.gov/General.aspx?id=1107>

**Federal Communications Commission  
Form 481 Annual Reporting Data Collection Form**

**LINE 610 FUNCTIONALITY IN EMERGENCY SITUATIONS**

**§54.313(a)(6) – ABILITY OF VOICE SERVICE TO FUNCTION IN EMERGENCY  
SITUATIONS**

A large black rectangular redaction box covering the entire content area for the voice service functionality section.

**§54.313(a)(6) – ABILITY OF BROADBAND SERVICE TO FUNCTION IN EMERGENCY  
SITUATIONS**

A large black rectangular redaction box covering the entire content area for the broadband service functionality section.

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine)

9.1 GENERAL

9.1.1 APPLICABILITY

Universal LifeLine Telephone Service (ULTS), also known as the California LifeLine Program, “California LifeLine” or “LifeLine,” is a California Universal Service Public Policy Program that provides discounts on Basic Residential Telephone Service to eligible low-income households pursuant to the Moore Universal Telephone Act and General Order (GO) 153.

California LifeLine discounts are available to eligible customers ordering new, or currently subscribing to, the following basic services: flat rate individual service or measured rate individual service.

9.1.2 TERRITORY

Within the Consolidated Communications of California Company exchange area as said area is defined on a map filed as part of the tariff schedules, and the Utility’s Service Guide.

9.1.3. DEFINITIONS

The following definitions, as defined by GO 153, apply to the California LifeLine Program used within this Section 9, Universal LifeLine Telephone Service:

- (1) “Anniversary Date” – The Anniversary Date falls on the one-year anniversary of the LifeLine subscriber’s Application Date and annually thereafter.
- (2) “Annual LifeLine Notice” – The written notice that each California LifeLine Service Provider annually sends to all of its residential customers regarding the availability, terms, and conditions of California LifeLine.
- (3) “Applicant” – A new or existing voice service customer who has requested California LifeLine and is undergoing the Application Process.
- (4) “Application Date” – The date a new or existing customer calls his/her California LifeLine Service Provider and requests LifeLine service. The “Application Date” serves as the starting point for LifeLine discount back-credits once the California LifeLine Administrator determines eligibility and notifies the applicant’s California LifeLine Service Provider.
- (5) “Application Form” – The document sent by the California LifeLine Administrator to applicants that they must fill out (either on paper or online) and return to the California LifeLine Administrator to be considered for California LifeLine eligibility.
- (6) “Application Process” – A process that an applicant must undergo when applying to enroll in California LifeLine.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)

9.1 GENERAL – (Cont'd)

9.1.3. DEFINITIONS – (Cont'd)

- (7) “Basic Residential Telephone Service”, “Basic Service”, or “Service” – A class of local telephone service, whose use is for domestic rather than business purposes, furnished to a customer at the customer’s residence.
- (8) “California High Cost Fund B (CHCF-B)” – A fund established by the Commission in D. 96-10-066 for the purpose of subsidizing residential telephone service provided by Carriers of Last Resort (COLRs) in designated high-cost areas of the State.
- (9) “California LifeLine Administrator” – A third-party administrator designated by the Commission to qualify applicants and verify the continued eligibility of subscribers.
- (10) “California LifeLine Program” – A California public purpose program, which is sometimes referred to as “California LifeLine” or “LifeLine.” California LifeLine is a class of local discounted Basic Residential Telephone Service designed to meet the minimum communication needs of low-income residential customers. California LifeLine includes all of the service elements set forth in GO 153, as listed in Section 9.4.1(A), following. California LifeLine is funded by a surcharge on all end users of intrastate telecommunications services for discounted services to eligible customers and reimburses California LifeLine Service Providers that participate in the program, as set forth in this General Order.
- (11) “California LifeLine Service Provider” – A telecommunications carrier (or Non-Traditional Provider such as a wireless provider) that offers Basic Residential Telephone Service and that offers California LifeLine service as defined in General Order 153. Consolidated Communications of California Company, the “Utility,” is a “California LifeLine service Provider.”
- (12) “Carrier” – Any provider of end-user intrastate telecommunications services such as local exchange carriers, competitive local carriers, interexchange carriers, commercial mobile radio service carriers, and paging companies.
- (13) “Carrier of Last Resort (COLR)” – A carrier that is required by D. 96-10-066 to provide telephone service, upon request, to all residential and business customers within a designated geographic area. A COLR may be designated as such pursuant to D. 96-10-066, Appendix B, Rule 6.D.1, or voluntarily acquire such status pursuant to D. 96-10-066, Appendix B, Rule 6.D.4.
- (14) “Commission” – The California Public Utilities Commission.
- (15) “Communications Division (CD)” – An division within the Commission that is responsible for carrying out those duties and responsibilities related to California LifeLine that is set forth in General Order 153.

(Continued)

		<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>	
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____	

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)

9.1 GENERAL – (Cont'd)

9.1.3. DEFINITIONS – (Cont'd)

- (16) "Customer" – An individual that is responsible for ordering, paying for, and making decisions regarding services purchased from a carrier or other service provider in California.
- (17) "Deadline Date" – The date printed on the customer's Application or Renewal Form, by which the form and any supporting information must be received by the California LifeLine Administrator to avoid having the form rejected.
- (18) "Deaf and Disabled Telecommunications Program (DDTP)" – A public purpose program established pursuant to California Public Utilities Code §2881 et seq., to provide persons who are deaf, hard of hearing, or disabled with free telecommunications equipment and services for the purpose of enabling such customers to communicate over the public telephone network.
- (19) "Denial Date" – During the Application and Renewal Processes, the date upon which the California LifeLine Administrator determines applicants or subscribers to be ineligible.
- (20) "Deposit" – Money charged to a customer as security to the serving carrier in order to establish or re-establish service as required by the carrier's applicable terms of service.
- (22) "Disabled Person" – A person who is qualified to obtain free telecommunications equipment and services through the DDTP pursuant to California Public Utilities Code §2881 et seq.
- (23) "End-User Common Line (EUCL) Charge" – The Federal Communications Commission (FCC) mandated monthly charge assessed directly on end-users of telecommunications services to recover portion of a carrier's interstate-allocated cost of the access line, as defined by the FCC, between the carrier's central office and the end-user's premises. Also known as the Subscriber Line Charge (SLC).
- (24) "Flat-Rate Service" – Local telephone service satisfying the requirements of Basic Residential Telephone Service for unlimited local calls without additional charges at a fixed monthly rate.
- (25) "Household" – Any individual or group of individuals who are living together as one economic unit in the same residence.
- (26) "Income-Based Criterion" – A means of determining eligibility for California LifeLine based on the number of members in the applicant's household and corresponding income limit established by the Commission for enrolling in California LifeLine.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

## 9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)

## 9.1 GENERAL – (Cont'd)

## 9.1.3. DEFINITIONS – (Cont'd)

- (27) “Incumbent Local Exchange Carrier (ILEC)” – The definition of ILEC is set forth in Section 251(h) of the Telecommunications Act of 1996. ILECs are each required to serve as a COLR, pursuant to D. 96-10-066, Appendix B, Rule 6.D.1. Consolidated Communications of California Company is an ILEC.
- (28) “Intrastate Telecommunication Service” – Any telecommunications service that originates and terminates within the boundaries of the State of California.
- (29) “LifeLine Line” – A single subsidized telephone connection provided by a California LifeLine Service Provider under the California LifeLine Program to a qualifying household.
- (30) “Measured-Rate Service” – Local telephone service satisfying the requirements of Basic Residential Telephone Service for which there is a usage-based charge for some or all local calls.
- (31) “Medical Certificate” – A certificate signed by a medical professional which states that a designated telephone customer has a disability that qualifies the customer for specialized telecommunications equipment from the DDTP. Medical certificates must comply with California Public Utilities Code §2881 et seq.
- (32) “Non-Traditional Providers” – California LifeLine Service Providers that do not hold Certificates of Public Convenience and Necessity (CPCN) from the Commission, including but not limited to wireless and Voice over Internet Protocol (VoIP) services, and voluntarily elect to offer California LifeLine as set forth in this General Order.
- (33) “Program-Based Criterion” – An eligibility based on participation in various means-tested programs approved by the Commission.
- (34) “Public Advisor” – An organizational unit within the Commission that is responsible for carrying out those duties and responsibilities related to California LifeLine as set forth in this General Order.
- (35) “Regular Rates” – A carrier’s or Non-Traditional Provider’s undiscounted rates and charges for telephone services that are applicable to non-California LifeLine residential customers.
- (36) “Renewal Form” – A form sent by the California LifeLine Administrator to existing LifeLine subscribers as part of the Renewal Process that must be completed (either in writing or online) and returned to the California Lifeline Administrator in order to continue receiving their California LifeLine discounts.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont’d)

9.1 GENERAL – (Cont’d)

9.1.3. DEFINITIONS – (Cont’d)

- (37) “Renewal Form (Documentation Required)” – A form sent by the California LifeLine Administrator to existing California LifeLine subscribers as part of the Renewal Process that must be completed in writing (with proof of eligibility) and returned to the California Lifeline Administrator in order to continue receiving their California LifeLine discounts.
- (38) “Renewal Process” – A process that subscribers must undergo annually before their Anniversary Date to continue their enrollment in California LifeLine.
- (39) "Residence" – That portion of an individual house, building, flat, or apartment (a dwelling unit) occupied entirely by a single household as that term is defined by these rules. A room or portion of a dwelling unit occupied exclusively by a household not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of California LifeLine.
- (40) “Service Connection Charge” – A non-recurring charge, for the installation of Basic Residential Telephone Service or the non-regulated residential service provided by a Non-Traditional Provider, that is paid by the customer applying for such service.
- (41) “Service Conversion Charge” – A non-recurring charge, that may be applicable when a customer changes the class, type, or grade of service, such as changing from Measured Rate Service to Flat Rate Service.
- (42) “Subscriber” – A person who is qualified for and receiving California LifeLine service, set forth in this General Order, at his or her principal place of residence.
- (43) “Surcharge” – The percentage increment, as determined by the Commission, which is applied to the end-user’s Intrastate Telecommunications Services.
- (44) “Text-Telephone Device” – A device used by disabled persons to send and receive information over a telephone line in text and graphic forms. A text-telephone device is commonly referred to as a “TTY.”
- (45) “Three-Month Commercial Paper Rate” – The Three-Month Commercial Paper Rate published in the Federal Reserve Statistical Release, G-13.
- (46) “Toll Blocking” – A service whereby the subscriber elects to prevent the completion of outgoing toll calls.
- (47) “Toll Control” – A service whereby the subscriber specifies a certain level of toll usage that may be incurred per month or per billing cycle.
- (48) “Total Household Income” – All revenues, from all members of a household, from whatever source derived, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____



9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)

9.2. NOTICES, ENROLLMENT, AND FORMS

9.2.1 Initial California LifeLine Notice.

- (A) The Utility shall inform new residential customers calling to establish Basic Service or non-regulated residential service, as applicable, about the availability of California LifeLine, a discount program for customers with a household member currently enrolled in certain public assistance programs or customers with qualifying household income. If customers indicate that they are interested in applying for California LifeLine, the Utility shall contact the California LifeLine Administrator to begin the California LifeLine Application Process for the customer in accordance with Section 9.2.2, Enrollment, following.
- (B) The Utility shall not link the availability of discounted phone service under California LifeLine with the sale of non-California LifeLine services.
- (C) The Utility shall send a confirmation notice to all California LifeLine applicants informing them of the arrival of Application Forms from the California LifeLine Administrator and the requirement to return the completed forms with all required documentation. The notice shall also inform California LifeLine applicants that failure to return the forms and eligibility documentation by the Deadline Date will result in the denial of the application for discounted California LifeLine telephone service.

9.2.2 Enrollment

- (A) The Utility shall ask the customer whether he/she is currently or within the last 30 days has been enrolled in California LifeLine by another California LifeLine Service Provider.
  - (1) If yes, the Utility shall then contact the California LifeLine Administrator to validate the customer's approved status. The Utility shall inform the customer that the California LifeLine Administrator will notify the customer and the customer's current California LifeLine Service Provider once it determines whether or not the customer is currently or within the last 30 days has been enrolled in California LifeLine. If the California LifeLine Administrator cannot confirm the customer's continued eligibility, the customer will be treated as a new California LifeLine applicant and be subject to the Application Process.
  - (2) If no, the Utility shall ask the customer if any member of his/her household is enrolled in a public assistance program.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> <u>DEC 30 2015</u>
<u>Advice Letter No.</u> <u>2049</u>	<u>Vice President,</u>	<u>Effective</u> <u>JAN 01 2016</u>
<u>Decision No.</u> _____	<u>Regulatory &amp; Public Policy</u>	<u>Resolution No.</u> _____



9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.2. NOTICES, ENROLLMENT, AND FORMS – (Cont'd)
- 9.2.2 Enrollment – (Cont'd)
  - (A) (Cont'd)
    - (2) (Cont'd)
      - (a) If yes, the Utility shall read the means-tested programs as referenced in Section 9.3, following, and ask the customer whether any household member is enrolled in any of these programs. The Utility may use the step-down approach when reading the means-tested programs and stop when the customer confirms that a household member is enrolled in an approved program. (T)
      - (1) If the customer verbally indicates participation in an approved public program, immediately the Utility shall contact the California LifeLine Administrator to begin the Application Process and inform the customer that: (i) the customer will receive an Application Form in the mail, sent from the California LifeLine Administrator; (ii) the Application Form must be completed and signed by the person whose name appears on the form and returned to the California LifeLine Administrator before the due date indicated on the form; and (iii) specify any deposits required; (iv) a payment plan is available for nonrecurring charges and deposits relating to basic service, and (v) the California LifeLine Administrator will notify the customer and the customer's California LifeLine Service Provider once it determines whether or not the customer is eligible for California LifeLine.
    - (b) If no, the Utility shall ask the customer about his/her household size and read the corresponding California LifeLine income limit information as referenced in Section 9.3, following, that the applicant must meet in order to qualify for California LifeLine. (T)
      - (1) If the customer verbally indicates that he/she is eligible under the income guidelines, the Utility shall immediately contact the California LifeLine Administrator to begin the California LifeLine Application Process for the customer. The Utility shall also inform the customer that he/she must also provide income document(s) substantiating the household income, and inform the customer that: (i) the customer will be receiving an Application Form in the mail from the California LifeLine Administrator; (ii) the Application Form must be completed and signed by the person whose name appears on the form, and returned to the California LifeLine Administrator before the due date indicated on the form;

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> <u>JAN 25 2017</u>
<u>Advice Letter No.</u> <u>2054A</u>	<u>Vice President,</u>	<u>Effective</u> <u>JAN 01 2017</u>
<u>Decision No.</u> _____	<u>Regulatory &amp; Public Policy</u>	<u>Resolution No.</u> _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.2. NOTICES, ENROLLMENT, AND FORMS – (Cont'd)
- 9.2.2 Enrollment – (Cont'd)
- (A) (Cont'd)
- (2) (Cont'd)
- (b) (Cont'd)
- (1) (Cont'd) (iii) a copy of the supporting income document(s) that reflect total household income must be included with the Application Form; (iv) a payment plan is available for nonrecurring charges and deposits relating to basic service; and (v) the California LifeLine Administrator will notify the customer and the Utility once it determines whether or not the customer is eligible for California LifeLine.
- (B) The Utility must inform the applicant that he or she may opt to receive the instructions for the Application Form in Braille (English Only) or instructions and Application Form in large print.
- (C) The Utility shall inform the customer of the availability of two California LifeLine lines if a member of the household uses a TTY when making a call,
- (1) If the customer verbally certifies that he/she qualifies for two California LifeLine lines, the Utility shall immediately contact the California LifeLine Administrator to begin the California LifeLine Application Process for the second California LifeLine line and remind the customer that he/she must provide proof for the need of a Text-Telephone (TTY) or a 2-line Captioned Telephone (CapTel) device as referenced in Section 9.3, following. (T)
- (D) The Utility shall inform California LifeLine applicants that they will incur Basic Service rates and charges until approval of their California LifeLine Application Form. The Utility shall offer California LifeLine applicants a payment plan for the non-recurring charges and deposits for Basic Service, and shall inform applicants of the existence of such plans. (T)
- (E) The Utility shall inform California LifeLine applicants that once approved, they will receive a credit on their bill for California LifeLine discounts retroactive to their Application Date. If they have a net credit balance of at least \$10.00 on their next bill, they may request a refund check for any such net credit balance from their respective California LifeLine Service Provider.
- 9.2.3 Annual California LifeLine Notice
- (A) The Utility shall annually send to all of its residential customers, other than customers of foreign exchange, a notice that contains information about the availability, terms, and conditions of California LifeLine.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> JAN 25 2017
<u>Advice Letter No.</u> 2054A	<u>Vice President,</u>	<u>Effective</u> JAN 01 2017
<u>Decision No.</u>	<u>Regulatory &amp; Public Policy</u>	<u>Resolution No.</u>

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.2. NOTICES, ENROLLMENT, AND FORMS – (Cont'd)
- 9.2.3 Annual California LifeLine Notice – (Cont'd)
  - (A) (Cont'd)
    - (1) The annual notice shall include information about the availability, terms, and conditions of two California LifeLine lines for qualified disabled persons.
    - (2) The Utility shall submit its annual notice to the Commission Public Advisor (PA) for the PA's review and approval. Once approved, the Utility does not need to resubmit its annual notice to the PA unless there is a material change to the notice. A change to the annual notice to reflect the annual adjustment to California LifeLine income eligibility limits is not a material change to the notice.
- 9.2.4 Customer Application Form
  - (A) The California LifeLine Administrator will provide applicants with the Application Form, which must be completed when customers apply to enroll in California LifeLine.
    - (1) A copy of the Application Form and associated instructions can be found at [www.californialifeline.com](http://www.californialifeline.com).
      - (a) The instructions must inform California LifeLine applicants that the Commission or the California LifeLine Administrator may audit the subscriber's eligibility to participate in California LifeLine. The instructions shall also state that if the audit established that the subscriber is ineligible, the subscriber will be removed from California LifeLine and billed for previous California LifeLine discounts that the subscriber should not have received plus interest at the Three-Month Commercial Paper Rate, as published in the Federal Reserve Statistical Release, G-13.
      - (b) The instructions must inform California LifeLine applicants that submitted income and/or supporting documentation will not be returned.
    - (2) The Application Form will be partially completed by the California LifeLine Administrator based on information provided by California LifeLine Service Providers.
    - (3) Pursuant to 47 C.F.R. §54.410(d), Applicants must provide their date of birth and last four digits of their social security number on the Application Form provided by the California LifeLine Administrator.
- 9.2.5 Subscriber Renewal Form
  - (A) The California LifeLine Administrator will provide a Renewal Form to Subscribers, which Subscribers must complete a Renewal Form annually prior to their Anniversary Date to verify continued eligibility in California LifeLine.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u>
		<u>DEC 30 2015</u>
<u>Advice Letter No.</u>	<u>Vice President,</u>	<u>Effective</u>
<u>2049</u>		<u>JAN 01 2016</u>
<u>Decision No.</u>	<u>Regulatory &amp; Public Policy</u>	<u>Resolution No.</u>

- 
9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.2. NOTICES, ENROLLMENT, AND FORMS – (Cont'd)
- 9.2.5 Subscriber Renewal Form – (Cont'd)
- (A) (Cont'd)
- (1) A copy of the Renewal Form and associated instructions can be found at [www.californialifeline.com](http://www.californialifeline.com).
- (a) The instructions must inform California LifeLine subscribers that the Commission or the California LifeLine Administrator may audit the subscriber's eligibility to participate in California LifeLine. The instructions shall also state that if the audit established that the subscriber is ineligible, the subscriber will be removed from California LifeLine and billed for previous California LifeLine discounts that the subscriber should not have received plus interest at the Three-Month Commercial Paper Rate, as published in the Federal Reserve Statistical Release, G-13.
- (b) The instructions must inform LifeLine subscribers that submitted income and/or supporting documentation will not be returned.
- (2) The Renewal Forms will be partially completed by the California LifeLine Administrator based on information provided by California LifeLine Service Providers.
- (3) Pursuant to 47 C.F.R. §54.410(f), LifeLine subscribers must provide their date of birth and last four digits of their social security number on the Renewal Form provided by the California LifeLine Administrator.
- 9.2.6 California LifeLine Notices, Forms and Instructions in the Language of Sale
- (A) The languages currently supported by the California LifeLine program are English, Spanish, Chinese (Mandarin and Cantonese), Korean, Vietnamese, Tagalog, Japanese, and English Braille. All supported languages (except for Braille) are available in Large Print.
- (B) With the exception of those sales where the applicant, subscriber or Utility requested the use of an outside translation service, any California LifeLine Service Provider that sells California LifeLine in a language other than English shall provide those subscribers to whom it sold California LifeLine in a language other than English with the following:
- (1) Commission-managed California LifeLine notices in the language in which the California LifeLine Service Provider originally sold California LifeLine to the subscriber.
- (2) Toll-free access to customer service representative who are fluent in the language in which the California LifeLine Service Provider originally sold California LifeLine to the subscriber.
- (3) California LifeLine Service forms and instructions in the language in which the California LifeLine Service Provider originally sold California LifeLine to the applicant and/or subscriber.

---

(Continued)

---

	<u>Issued By</u>	<u>Date Filed</u> <u>DEC 30 2015</u>
<u>Advice Letter No.</u> <u>2049</u>	<u>Vice President,</u>	<u>Effective</u> <u>JAN 01 2016</u>
<u>Decision No.</u> _____	<u>Regulatory &amp; Public Policy</u>	<u>Resolution No.</u> _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.2. NOTICES, ENROLLMENT, AND FORMS – (Cont'd)
- 9.2.7 Changes to LifeLine Service Offering - California LifeLine Service Providers making changes to their California LifeLine service offering and must give 30 days notice to their California LifeLine subscribers for any of the following reasons:
- (A) Increases to the California LifeLine rate pursuant to Section 8 and Public Utilities Code §874(a)
  - (B) Price increases or service restrictions to its California LifeLine service
  - (C) Withdrawal of California LifeLine service participation. The Utility must comply with General Order 96-B industry noticing requirements.
- 9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE

The California Public Utilities Commission develops the eligibility requirements for qualified households to receive and retain California LifeLine discounts. The requirements can be found at

<http://www.cpuc.ca.gov/lifeline/> and  
[https://www.californialifeline.com/en/eligibility\\_requirements](https://www.californialifeline.com/en/eligibility_requirements) .

(D)  
(N)  
(N) (D)  
(D)  
(D)

(Continued)

Advice Letter No. <u>2054A</u>	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Decision No. _____	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE – (Cont'd)

(D)

(D)

(Continued)

	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE – (Cont'd)

(D)

(D)

(Continued)

	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE – (Cont'd)

(D)

(D)

(Continued)

		<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>		Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>		Resolution No. _____



9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE – (Cont'd)

(D)

(D)

---

(Continued)

---

	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE – (Cont'd)

(D)

(D)

(Continued)

	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.3 ELIGIBILITY CRITERIA FOR OBTAINING AND RETAINING LIFELINE – (Cont'd)

(D)

(D)

(Continued)

	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.4 SERVICE ELEMENTS, SERVICE DEPOSITS & SERVICE REQUIREMENTS OF CALIFORNIA LIFELINE

9.4.1 SERVICE ELEMENTS OF CALIFORNIA LIFELINE WIRELINE

(A) The California LifeLine service elements for wireline telephone services are as follows:

1. The Utility must offer participants the ability to place and receive voice-grade calls over all distances utilizing the public switched telephone network or successor network.
  - a) The Utility must, at a minimum, enable calls to be sent and received within a local exchange or over an equivalent or larger-sized local calling area.
  - b) The Utility must allow equal access to all interexchange carriers within the local calling area in accordance with state and federal laws and regulations.
  - c) The Utility must provide a voice-grade connection from the participant's residence to the public switched telephone network or successor network.
  - d) The Utility must disclose to each participant before activating service that they are entitled to a voice-grade connection and the conditions under which the participant may terminate service without penalty if one cannot be provided.
  - e) If at any time a participant fails to receive a voice-grade connection to the residence and notifies the Utility, the Utility is required to (1) promptly restore the voice-grade connection, or if not possible (2) provide telephone service to that participant using a different technology if offered by the Utility and if the participant agrees. Nothing in these rules alters or modifies the service obligation of a COLR (Carrier of Last Resort) to ensure continuity and functionality of basic service within the residence.
2. The Utility must provide free, unlimited access to 911 emergency services, in compliance with current state and federal laws and regulations.
  - a) The Utility must provide its potential and existing customers information regarding its 911 emergency services, in compliance with current state and federal laws and regulations.
3. The Utility must provide for free, one directory listing per year and white pages telephone directory, to participants.
  - a) The Utility shall include a participant's listing for free in the local white pages telephone directory as a default unless the participant affirmatively requests to have the number unpublished.
  - b) The Utility shall include a participant's listing for free in the directory listing as a default unless the participant affirmatively requests to have the number unlisted.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.4 SERVICE ELEMENTS, SERVICE DEPOSITS & SERVICE REQUIREMENTS OF  
CALIFORNIA LIFELINE – (Cont'd)  
9.4.1 SERVICE ELEMENTS OF CALIFORNIA LIFELINE WIRELINE

(A) 3. (Cont'd)

c) The Utility must provide participants the option to receive a free printed paper copy of the white pages directory instead of an electronic copy covering the local community where the participant resides if the Utility publishes the white pages directory in both printed and electronic forms. Some service providers may provide electronic delivery i.e., by CD-ROM or by on line access, of the free white pages directory pursuant to Resolution T 17302. However, participants may contact the Utility to affirmatively elect to receive a printed paper copy instead of an electronic copy of the free white pages directory.

4. The Utility must abide by the following additional billing provisions.

a) The Utility must offer at least one California LifeLine plan that meets or exceeds the California LifeLine service elements, and is not bundled with any video or data services. The Utility may offer added features and/or enhanced service elements without additional charge(s).

b) The Utility shall apply the applicable California LifeLine discount to the participant's selected plan.

c) The Utility must offer a flat rate option for unlimited outgoing calls that at a minimum mirrors the local exchange or an equivalent or larger sized local calling area in which the participant resides.

d) The Utility must offer California LifeLine discounted services on a non-discriminatory basis to any customer residing within the service territory where the Utility offers retail residential telephone services. The Utility must only provide California LifeLine discounts to participants that are approved by the California LifeLine Administrator.

e) The Utility must offer an option with monthly rates and without contract or early termination penalties.

f) The Utility may offer features and/or enhanced services in plans that could potentially be eligible for California LifeLine support, if the plans meet or exceed the California LifeLine minimum standards set by the CPUC. However, the Utility must not obligate participants to also subscribe to service bundles that require subscription to data and/or video services as a condition of receiving the California LifeLine discounts.

5. The Utility must offer access to California Relay Service pursuant to Public Utilities Code § 2881 for deaf or hearing-impaired persons or individuals with speech disabilities.

(Continued)

	<u>Issued By</u>	<u>Date Filed</u> <u>DEC 30 2015</u>
<u>Advice Letter No.</u> <u>2049</u>	<u>Vice President.</u>	<u>Effective</u> <u>JAN 01 2016</u>
<u>Decision No.</u> _____	<u>Regulatory &amp; Public Policy</u>	<u>Resolution No.</u> _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.4 SERVICE ELEMENTS, SERVICE DEPOSITS & SERVICE REQUIREMENTS OF CALIFORNIA LIFELINE – (Cont'd)
- 9.4.1 SERVICE ELEMENTS OF CALIFORNIA LIFELINE WIRELINE
  - (A) 3. (Cont'd)
    6. The Utility must provide participants free blocking for 900/976 information services and a one-time free billing adjustment for 900/976 information services related charges inadvertently or mistakenly incurred, or without authorization.
    7. The Utility must provide free access to operator services.
    8. The Utility must provide the ability to receive free, unlimited incoming calls.
    9. The Utility must provide access to local directory assistance (DA). The Utility shall offer to its participants the same number of free DA calls that the Utility provides to its retail customers.
    10. The Utility shall offer and file a schedule of California LifeLine service rates and charges.
    11. The Utility must offer a choice of local flat-rate service or measured-rate service. There are small ILECs that do not have to offer subscribers the choice of local flat or measured-rate service, unless the small ILEC offers this option to its retail customers.
    12. The Utility must provide free, unlimited access to 800 or 800-like toll-free services.
    13. The Utility must provide free, unlimited access to customer service for information about California LifeLine, service activation, service termination, service repair, and bill inquiries. Calls to the Utility's customer service shall not count against the participant's allotted voice minutes or number of calls.
    14. The Utility must provide free, unlimited access to customer service representatives fluent in the same language (English and non-English) in which California LifeLine was originally sold or marketed. Calls to the Utility's customer service shall not count against the participant's allotted voice minutes or number of calls.
    15. The Utility must provide free access to Toll-Blocking Service.
    16. The Utility must provide free access to Toll-Control Service, but only if (i) the California LifeLine Service Provider is capable of offering Toll-Control Service, and (ii) the California LifeLine subscriber has no unpaid bill for toll service.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.4 SERVICE ELEMENTS, SERVICE DEPOSITS & SERVICE REQUIREMENTS OF CALIFORNIA LIFELINE – (Cont'd)

9.4.1 SERVICE ELEMENTS OF CALIFORNIA LIFELINE WIRELINE  
(A) (Cont'd)

17. The Utility must provide access to two California LifeLine discounted telephone lines to Deaf and Disabled Telecommunications Program participants or teletypewriter users.

18. The Utility must provide free access to the California Relay Service via the 711 abbreviated dialing code.

9.4.2 California LifeLine does not provide discounts on optional services and equipment. Optional services and equipment are available to subscribers participating in California LifeLine at applicable rates and charges as set forth in the Utility's Service Guide. Non-California LifeLine lines will be available to California LifeLine subscribers at the applicable regular rates and charges, as set forth in this tariff, and in the Utility's Service Guide.

9.4.3 California LifeLine is restricted to residential customers who meet the criteria as referenced in Section 9.3, preceding. (T)  
(T)

9.4.4 LifeLine is restricted to residential service. Foreign exchange, farmer lines, and other non- LifeLine services are excluded from this offering.

9.4.5 In accordance with this tariff Schedule Cal. P.U.C. No. 1-L, Section 2.1.6, Rule 6, "Establishment and Re-Establishment of Credit," and Section 2.1.7, Rule 7, "Deposits," the Utility may require customers to post a deposit upon service initiation. However, upon notification of California LifeLine eligibility from the California LifeLine Administrator, the Utility must credit the deposit for Basic Service on the subscriber's bill statement (if applicable). In accordance to the Utility's above cited tariff Schedule and Rules, the Utility may require a deposit for other services ordered by the California LifeLine subscriber.

9.4.6 The Utility may require a California LifeLine subscriber to pay any overdue California LifeLine rates and charges incurred by that subscriber, or make payment arrangements, before California LifeLine is reinstated at the same or new address.

(Continued)

	<u>Issued By</u>	Date Filed <u>JAN 25 2017</u>
Advice Letter No. <u>2054A</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.4 SERVICE ELEMENTS, SERVICE DEPOSITS & SERVICE REQUIREMENTS OF CALIFORNIA LIFELINE – (Cont'd)

9.4.7 Other than previously stated, California LifeLine is subject to the conditions of "Discontinuance and Restoration of Service" as set forth in the Utility's tariff, Schedule Cal. P.U.C. No. 1-L, Section 2.1.11, "Discontinuance and Restoration of Service," or Schedule of Rates and Charges related to service termination and reconnection.

9.4.8 If a subscriber is disconnected for nonpayment of toll charges, a California LifeLine Service Provider must provide California LifeLine to the subscriber if the subscriber elects to receive Toll Blocking.

9.5 CALIFORNIA LIFELINE RATES AND CHARGES

9.5.1 The Utility shall offer California LifeLine priced at the following rates and charges:

- (A) Discounted nonrecurring Service Connection Charge for the initial installation or activation of a single telephone connection at the LifeLine subscriber's principal place residence.
- (1) The California LifeLine Service Connection Charge shall equal the lowest of (i) \$10.00, or (ii) 50% of the California LifeLine Service Provider's Service Connection Charge. The California LifeLine Service Connection Charge is set forth in Section 9.5.2(B), following.
  - (2) The California LifeLine Service Connection Charge is applicable to each eligible household residing at the same principal place of residence.
  - (3) The California LifeLine Service Connection Charge may be applicable any time a subscriber (i) establishes a new telephone connection (ii) re-establishes California LifeLine at the same principal place of residence at which California LifeLine was previously provided, (iii) establishes California LifeLine at a new principal place of residence, or (iv) switches California LifeLine from one California LifeLine Service Provider to another.
  - (4) California LifeLine Service Providers may not impose a "central office charge" in addition to the California LifeLine Service Connection Charge when installing or activating California LifeLine.
  - (5) Installation of a second and subsequent telephone service connection shall be subject to the Utility's Service Connection Charge at regular rates, except that subscribers with a disabled household member may qualify for California LifeLine Service Connection Charges on two residential telephone connections as per General Order 153. For Service Connection Charges at the Utility's regular rates, see the Utility's Service Guide.

(Continued)

Advice Letter No. <u>2049</u>	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Decision No. _____	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____



9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)
- 9.5.1 The Utility shall offer California LifeLine priced at the following rates and charges: - (Cont'd)
- (B) Deferred payment of the California LifeLine Service Connection Charge.
- (1) The Utility shall offer California LifeLine subscribers the option of paying the California LifeLine Service Connection Charge in equal monthly installments with no interest for a period not to exceed 12 months.
  - (2) The Utility may charge a late-payment fee when California LifeLine subscribers fail to timely remit some or all of the California LifeLine Service Connection Charge under a deferred-payment schedule.
- (C) Discounted nonrecurring charge for Service Conversion Charge.
- (1) The California LifeLine Service Conversion Charge (if applicable) shall equal the lowest of (i) \$10.00, (ii) 50% of the Utility's Service Connection Charge at regular rates for the initial connection of a single residential telephone line or (iii) the California LifeLine Service Provider's Service Conversion Charge. The California LifeLine Service Conversion Charge is set forth in Section 9.5.2(C), following.
  - (2) The California LifeLine Service Conversion Charge is applicable each time a California LifeLine subscriber affects a change in the class, type, or grade of service, including requests to change from Foreign Exchange Service. There is no limit on the number of times a California LifeLine subscriber may pay the California LifeLine Service Conversion Charge when he or she initiates a change in the class, type, or grade of service.
  - (3) No conversion charge may be assessed on an applicant or claimed from the California LifeLine fund if a California LifeLine applicant fails to qualify. No conversion charge shall be assessed on a subscriber or claimed from the California LifeLine fund if a subscriber is removed from California LifeLine (either voluntarily or involuntarily).
- (D) Discounted monthly California LifeLine rate for Flat Rate Service.
- (1) The California LifeLine Flat-Rate Service rate is set forth in Section 9.5.2(A)(1), following.
  - (2) From the effective date of D. 10-11-033, and as extended until June 30, 2015, by D. 14-01-036, California LifeLine subscribers of LifeLine Flat-Rate Service pay no more than \$6.84 per month.
  - (3) Beginning January 1, 2013, California LifeLine subscribers will pay no more than ½ their California LifeLine Service Provider's Flat Rate Service.

(Continued)

		<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>	
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____	

- 
9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)
- 9.5.1 The Utility shall offer California LifeLine priced at the following rates and charges: - (Cont'd)
- (D) Discounted monthly California LifeLine rate for Flat Rate Service – (Cont'd).
- (4) From the effective date of D. 10-11-033 until December 31, 2012, the California LifeLine Flat-Rate Service will have a price floor of \$5.00.
- (5) Subscribers to California LifeLine Flat Rate Service shall receive unlimited local calling.
- (E) Discounted monthly California LifeLine Measured Rate Service.
- (1) The California LifeLine Measured-Rate Service rate is set forth in Section 9.5.2(A)(2), following.
- (2) From the effective date of D. 10-11-033, and as extended until June 30, 2015, by D. 14-01-036, California LifeLine subscribers of LifeLine measured rate service will pay no more than \$3.66 per month.
- (3) Beginning January 1, 2013, California LifeLine subscribers will pay no more than ½ their California LifeLine Service Provider's Measured Rate Service rate.
- (4) From the effective date of D. 10-11-033 until December 31, 2012, LifeLine Measured Rate Service will have a price floor of \$2.50.
- (5) Subscribers of California LifeLine Measured-Rate Service shall receive 60 untimed local calls per month. The California LifeLine Service Provider shall charge \$0.08 per call for each local call in excess of 60 calls per month.
- (F) Subscribers shall not be charged for the federal End User Common Line (EUCL) charge, also known as the Subscriber Line Charge (SLC).
- (G) Subscribers shall not be charged for Toll-Limitation Service (including, but not limited to, Toll Blocking or Toll Control).
- (H) There shall be no charge or related credits to California LifeLine subscribers' LifeLine service for surcharges including the following: California High Cost Fund A (CHCF-A) surcharge, California High Cost Fund B (CHCF-B) surcharge, California Teleconnect Fund (CTF) surcharge, California Relay Service and Communications Device Fund surcharge (DDTP), the California LifeLine (ULTS) surcharge, the California Advanced Services Fund (CASF) surcharge, and the CPUC User fee.
- (1) These surcharges will apply to any other intrastate telecommunications services purchased by California LifeLine subscribers, as required by law.

---

(Continued)

---

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

- 
9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)
- 9.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)
- 9.5.1 The Utility shall offer California LifeLine priced at the following rates and charges: -  
(Cont'd)
- (H) (Cont'd)
- (2) The Utility shall pay to the appropriate taxing authorities the applicable taxes, fees, and surcharges billed to California LifeLine subscribers and claimed against the California LifeLine Fund.
- (I) The Utility may require advance payments for California LifeLine service, not to exceed one month's rates and charges.
- (J) Optional service features, network services, and equipment that are not part of California LifeLine rates and charges, will be available to subscribers at the California LifeLine Service Provider's regular rates and charges.
- (1) Non-California LifeLine lines and services will be available to subscribers at the applicable regular rates and charges.
- (a) California LifeLine shall not apply to the purchase of any additional, non-California LifeLine lines, services, features, options, and network capabilities by California LifeLine subscribers.
- (K) Except as specifically modified by General Order 153, all rules, regulations, rates and charges in conjunction with Utility's tariffs/service guides or terms and conditions applicable to non-California LifeLine services are also applicable to the service provided under California LifeLine.

---

(Continued)

---

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)  
9.5.2 RATES AND CHARGES

		Monthly Rate per Line	
(A) BASIC EXCHANGE SERVICE <sup>1</sup>			
(1) <u>California LifeLine Flat-Rate Service</u>			
Local Flat-Rate Service <sup>2</sup>		\$21.99	
End User Common Line (EUCL) Charge		6.50	
Federal LifeLine Support Amount Credit		9.25	
California Specific Support Amount Credit		13.75	(C)
California LifeLine Flat-Service Rate		<u>\$5.49</u>	(R)

California LifeLine Flat-Rate Service includes unlimited local calling.  
Local Calling Areas are found in this tariff, Section 3.3.1(A), preceding.

(2) <u>California LifeLine Measured-Rate Service</u>	
Local Measured-Rate Service <sup>2</sup>	\$15.99
End User Common Line (EUCL) Charge	6.50
Federal LifeLine Support Amount Credit	9.25
California Specific Support Amount Credit <sup>3</sup>	10.74
California LifeLine Measured-Service Rate	<u>\$2.50</u>

California LifeLine Measured-Rate Service is provided with a monthly allowance of 60 untimed outbound Local Calls. Local Calling Areas are listed in Section 3.3.1(A), preceding. Local Calls up to and over this allowance are provided at all days and hours at the following rate:

	<u>Rate per Call</u>
<u>Originating Untimed Local Calls</u>	
0-60	\$0.00
Over 60	\$0.08

Note 1: Applies to Roseville Base Rate Area and Citrus Heights District Rate Area.

Note 2: See Section 3, Basic Exchange Access Service, for regular rates contained in this tariff.

Note 3: California LifeLine Service Rate is at the price floor. See Section 9.5.1.

Therefore, a partial amount of the maximum available California Specific Support Amount (CA SSA) Credit is applied. Current maximum available CA SSA is \$13.75 (N)

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 21 2016</u>
Advice Letter No. <u>2054</u>	<u>Vice President,</u>	Effective <u>JAN 01 2017</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

9. UNIVERSAL LIFELINE TELEPHONE SERVICE (California LifeLine) – (Cont'd)  
9.5 CALIFORNIA LIFELINE RATES AND CHARGES – (Cont'd)  
9.5.2 RATES AND CHARGES – (Cont'd)

(B) CALIFORNIA LIFELINE SERVICE CONNECTION CHARGE  
(See Section 9.5.1(A))

(1)	<u>Connection of Each LifeLine Access Line</u>	
	Service Ordering <sup>1</sup>	\$23.75
	Central Office Connection Work <sup>1</sup>	<u>25.25</u>
	Subtotal, Connection without Premises Visit	49.00
	Federal Link Up Credit	<u>0.00</u>
	California LifeLine Connection Credit	39.00
	California LifeLine Service Connection Charge	<b>\$10.00</b>

(C) CALIFORNIA LIFELINE SERVICE CONVERSION CHARGE  
(See Section 9.5.1(C))

(1)	<u>Conversion; Changes in Class, Type or Grade of Service</u>	
	Each Service Order <sup>1</sup>	\$12.00
	California LifeLine Credit	<u>2.00</u>
	California LifeLine Service Conversion Charge	<b>\$10.00</b>

(D) FCC ACCESS CHARGE ALLOWANCE

A credit in the amount equal to the applicable FCC End User Common Line (EUCL) Charge.

(E) TOLL LIMITATION SERVICE

(1)	Total Toll Restriction Monthly Rate	\$ 0.00
(2)	Total Toll Restriction Installation Charge	\$ 0.00

(F) SURCHARGES

California LifeLine services are exempt from surcharges as described in Section 9.5.1(H), preceding.

NOTE 1: Refer to Consolidated Communications of California Company Service Guide, Section 28 – Multi-Element Service Charges, Subsection 28.2.1, Service Charges.

(Continued)

	<u>Issued By</u>	Date Filed <u>DEC 30 2015</u>
Advice Letter No. <u>2049</u>	<u>Vice President,</u>	Effective <u>JAN 01 2016</u>
Decision No. _____	<u>Regulatory &amp; Public Policy</u>	Resolution No. _____

Template for Reporting Community Anchor Institutions (Lines 2018, 3012B, and 4003B)

Number	Name	Street Address	State	Zip
1	<div></div>			
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				
34				
35				
36				
37				
38				
39				
40				
41				
42				
43				
44				
45				
46				
47				
48				
49				
50				
51				
52				
53				
54				
55				
56				
57				
58				
59				
60				
61				
62				
63				